

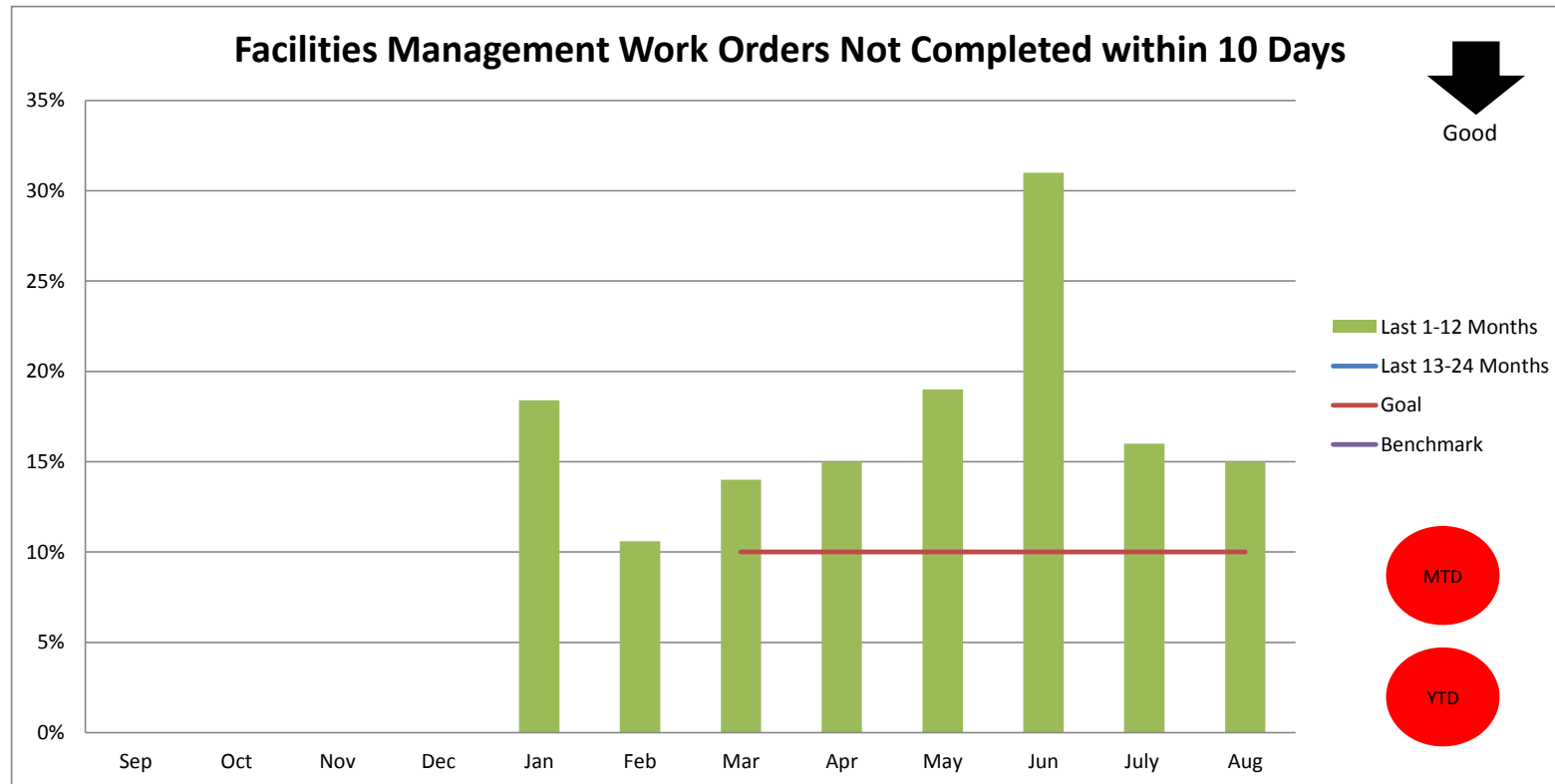
PW&A: Facilities Management Work Orders Not Completed in 10 Days

Measurement method: Divide the total number of work orders not completed within the desired timeframe by total work orders completed

Why measure? Corresponds to a core process of facilities management, a division within Public Works & Assets

What is our goal? Reduce the number of facilities management work orders not completed in 10 days

How are we doing? YTD Goal = 10%; YTD Average = 17%; MTD = 15%



	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	X	X	X	X	X	X	X	X	X	X	X	X	#DIV/0!	#NUM!	#DIV/0!	N/A
Last 1-12 mos.	X	X	X	X	18%	11%	14%	15%	19%	31%	16%	15%	17%	16%	6%	N/A